

Community Support Service

Information • Advice • Support • Advocacy



About our Community Support Service

Jewish Care's community support service is dedicated to finding the right support or care for you. We will work with you to find the health or social care services that can help best meet your needs.

We have four specialist teams of experienced professionals with extensive knowledge on a range of issues. They can guide, support, advise and advocate on your behalf in the following areas:

■ Ageing & dementia

For older people in the community, as well as people affected by memory loss or dementia. This team has strong links with local and national services and works with all of Jewish Care's services for older people.

■ Disability & welfare rights

For adults of all ages to help them live as independently as possible for as long as they can. We can liaise with social services to arrange for useful equipment (such as handrails) to be installed in your home and help to ensure you get your full entitlement of grants and allowances.

■ Family carers

For people caring for a relative or friend. The team offers specialist support in the areas of: dementia, mental health, addiction, physical disabilities or life-limiting illnesses. We can also support people as their loved one goes into residential care.

■ Palliative & residential care

For people who need to make decisions about their care or for when they or a loved one need to move into residential care or have a life-limiting illness.

Locations we work in:

Our teams have strong links with local services and will be able to help you if you live in:

■ Central London

■ East London and Essex

■ North-west London

■ Harrow, Hertfordshire & Home Counties

■ South London*

*Together with Nightingale we have a community support practitioner who works directly with the local community.

We can also offer support and guidance by phone right across the U.K.

Call 020 8922 2222 or email jcdirect@jcare.org for more information

We can help by:

- Identifying what support, care or services you or your family may need
- Advising you if there is an appropriate Jewish Care service for you
- Advising or acting on your behalf with local authorities or other care providers
- Providing support and advice for as long as you need it

How do I get in touch with the Community Support Service?

The service is easy to use and available to anyone over the age of 18. You can call us yourself or your relative, friend, GP, or other health or social care professional can call us, with the permission of the person they are concerned about.

Getting in touch

To contact our Community Support Service, please call our confidential helpline, Jewish Care Direct, on **020 8922 2222**, email jcdirect@jcare.org or visit our website www.jewishcare.org

Your call will be taken by an experienced and knowledgeable professional who may be able to answer your enquiry straight away. If not, they will pass it on to the community support service or to another Jewish Care service who will contact you directly.

What can I expect from the service?

Once your details are passed to a member of the team, we will call you back to talk through your situation. If you both think it's a good idea, we may arrange to visit you to have a more in depth discussion.

We will then discuss with you the different support or services that may be suitable – whether part of Jewish Care or other service providers. Together we will then work with you to help put these in to place.

A large part of the role of the Community Support Service is liaising with other service providers such as local authorities, hospitals and Primary Care Trusts. We will be able to talk to these organisations on your behalf, if you wish, helping to ensure that you are able to access the best possible support to meet your needs.

“When I contacted Jewish Care, my husband and I found the support we needed to make life that bit easier”

Sylvia, 81



Jewish Care

Jewish Care is the largest health and social care charity for the UK's Jewish community, caring directly for over 7000 people every week. Together with 1000 staff and 2500 volunteers, Jewish Care runs 70 centres and specialist services throughout London and the south-east. We provide a wide range of services, and support and advice, for older people, Holocaust survivors, people with sensory disabilities, people with dementia, people who care for others, and people with mental health needs. We also offer support for people who have been recently bereaved and provide a range of leadership and activity programmes for children and young people.

Contact Information

We really are here to help so please call us on
[020 8922 2222](tel:0208922222) or email jcdirect@jcare.org

More information about our services
can be found at www.jewishcare.org

Jewish Care Direct, our confidential one-stop helpline,
is now open from 8am – 7pm Monday to Thursday
and 8am – 5pm on Fridays (2pm in winter)

Charity Reg No 802559 Registered in England No 2447900



The Government Standard

